



Department of Development Services – West Region

JOB OPPORTUNITY

**HUMAN SERVICES ADVOCATE**

ROWLAND GOVERNMENT CENTER - WATERBURY

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** Lateral Transfers and Candidates on the Current Exam List

**Position:** Human Services Advocate – Full-Time (80 Hours Bi-weekly)

**Location:** Rowland Government Center - Waterbury – Abuse & Neglect Division  
(Position has region wide responsibilities)

**Job Posting No:** 018535

**Hours:** 1<sup>st</sup> Shift – Monday – Friday 8:00am – 4:30pm; Regular Days Off; Saturday, Sunday  
Must be flexible to meet agency needs

**Salary:** \$2,263.45 – \$2,886.40/bi-weekly (New Hires start at minimum of range)

**Closing Date:** January 6, 2015

**Eligibility Requirement:** This is a **competitive position**. Candidates must have applied for and passed the **Human Services Advocate** exam and be on the current certification list promulgated by the Department of Administrative Services. State employees currently holding the above title or those who have previously attained permanent status in the class may apply for lateral transfer. Those candidates appearing on Re-employment or SEBAC lists must be given first consideration. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

**Examples of Duties:** Duties consistent with the Human Services Advocate job description. This position will provide full time support to DDS West Region; acting as the Abuse/Neglect Liaison. Responsibilities include, but are not limited to: check Tumbleweed (secure online system for communication between Department of Developmental Services - DDS and the Office of Protection and Advocacy - OPA); download (electronically save) any new content (allegations, investigations, M-5's, report, etc.) Print and process new content from Tumbleweed (intakes, investigations, M-5's, reports); Data entry (eCamris, Access database and log); disseminate it to the proper parties for activity/information [includes Immediate Protective Service Plans (ISPS's) and Protective Service Plans; (PSP's). Create individual forms as needed for specific cases with PSP's/IPSP's.; assists in administration of a consumer rights program with respect to civil, legal and human rights, right to treatment, confidentiality, and other unique rights as specified by state and federal legislation; provides advocacy services, determines available courses of action, and develops advocacy strategies with individuals, families and/or groups; investigates and evaluates complaints and allegations of abuse and/or misrepresentation of authorized Consumer services; implements advocacy strategies through informal and/or formal actions such as meeting with legal and/or agency representatives to ensure provision of proper services; consults with professionals of various disciplines such as attorneys, physicians, educators, and others to identify options and barriers to Consumer rights; develops and interprets policies regarding Consumer rights; assists in researching and interpreting laws pertaining to Consumer rights; maintains confidential Consumer files documenting advocacy services provided and prepares reports summarizing case activities; prepares correspondence and reports; assists in orientation of new employees with regard to agency Consumer rights program; may investigate accident and injury reports to determine cause; may conduct studies to assess quality of care; may conduct in-service training sessions on Consumer rights; may provide technical assistance and training to field staff; may participate on task forces and coalitions formed to effect system changes; may meet with legislators, agency officials, and members of various interest groups on Consumer rights; may participate in agency task groups to develop policies, positions and reports; may make public presentations; performs related duties as required.

**Knowledge, Skill and Ability:** Knowledge of problems and needs of individuals in one of the following areas: blindness or visual impairments; children disabilities; intellectual disabilities; psychiatric disabilities; knowledge of advocacy process; knowledge of relevant state and federal laws, statutes, and regulations; knowledge of relevant agency policies and procedures; knowledge of community resources and service delivery systems; interpersonal skills; oral and written communication skills; interviewing skills; negotiating skills; ability to identify, investigate, and analyze problems and recommend effective solutions; ability to research and organize information; ability to understand and explain complex written materials.

**General Experience:** Six (6) years of professional experience in a public or private agency or organization providing services to persons with developmental disabilities.

**Special Experience:** One (1) year of the General Experience must have been in the provision of advocacy or direct services to persons with disabilities or to children.

**Substitutions Allowed:** College training may be substituted for the General Experience on the basis of fifteen (15) semester hours equaling one-half (1/2) year of experience to a maximum of four (4) years for a Bachelor's degree.

**Special Requirement:** Must have a valid CT driver's license, will be required to travel.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**Application Procedure for Current DDS Employees who are Lateral Transfer Candidates and Applicants for Promotion within the DDS Employees Classification Series:** Interested and qualified candidates who meet the above requirements should submit a fully completed DDS Application for Lateral Transfer/Promotion and copies of their last two performance appraisals.

**Application Procedure for All Other Applicants:** Interested and qualified candidates who meet the above requirements should submit a fully completed Application for Examination or Employment (CT-HR-12) located at [www.das.state.ct.us/exam](http://www.das.state.ct.us/exam). Current State employees must also provide copies of their last two performance appraisals. Non-State employees must also provide 2 letters of reference.

**All application materials must be received by 11:59 p.m. on the closing date indicated above.**

**Incomplete application materials will not be considered.**

**Send application materials to:**

**Department of Developmental Services — West Region  
Rowland Government Center, 4<sup>th</sup> Floor  
55 West Main Street  
Waterbury, CT 06702  
Attn: Recruiter  
Fax: 203-574-8857**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.